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Important Memorandum



TOPIC: GOLFCONNECT TRANSITION - UPDATE FROM GOLF AUSTRALIA CEO
TO: Australian Golf Club and Venue Administrators
FROM: Golf Australia
DATE: Thursday 24 October 2024
CONTENTS:
1. The transition to Golf Australia's GolfConnect
2. Steps to go-live
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You are receiving this communication as you were registered as a club/venue administrator who required updates on the GOLF Link / GolfConnect transition project. This is the fourth in a series of communications that will be provided over the coming weeks as we progress towards the transition date.

Dear Australian Golf Club and Venue Administrators,

1. The transition to Golf Australia's GolfConnect

Golf Australia's digital transformation project, headlined by the transition to GolfConnect, is a significant undertaking and is being implemented to take golf's digital ecosystem to the next level and continue to inspire more Australians to play more golf and compete against other major sports in this country.

The number one priority for Golf Australia is delivering a quality product that continues to build on Golf Australia's unique adaptations to the World Handicap System and results in more than 40,000 golfers checking their handicap per day, along with supporting clubs and facilities to service their golfers on a daily basis.

GolfConnect and the new unified website GOLF.com.au, delivered in partnership with the PGA of Australia, will only go live when we are in a position to get a quality product to market and when clubs, facilities and GA Licensed Service Providers (LSPs) are set up to succeed for the transition period.

With this priority in mind, Golf Australia advises that the transition **will not occur in early December** as previously advised. The new transition period will be shared once finalised as we continue to consult with stakeholders on the onboarding process and timelines, again reiterating that quality is of the highest priority.

2. Steps to go-live

Golf Australia will complete a range of activities to ensure the successful transition to GolfConnect:

- Increased consultation with club and venue operators on a range of topics including:

- Use Agreement for Organisations
 - Privacy and Data Use, and
 - GolfConnect Functionality
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- Continued engagement with GA Licensed Software Providers

 - Continued engagement with our delivery partner, DotGolf.

Golf Australia will advise a new transition window once key delivery objectives have been met and will provide a minimum 10-week notice of the exact transition window to allow for appropriate planning of the onboarding and offline period.

3. GolfConnect Use Agreement for Organisations – Revised Timeline

As the transition to GolfConnect is no longer taking place in December, the deadline for your organisation to sign and return the “GolfConnect Use Agreement for Organisations” will no longer be November 1.

Golf Australia is consulting with stakeholders nationwide to understand concerns about the agreement and is committed to working through those issues collaboratively.

We encourage club administrators to ensure the agreement has been raised with the board/committee and to reach out via help@golf.com.au with any questions you may have. Golf Australia will continue to share answers to these questions via the project FAQ's and ongoing communications.

Once that consultation process is complete, Golf Australia will share a link via email to sign the document electronically. Please do not print, sign and return the copy manually to Golf Australia at this time.

Kind regards,



James Sutherland
Chief Executive Officer
Golf Australia

For further project information or to change contact details for your organisation please contact:

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To access previous GolfConnect communications, please click [HERE](#)

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